



POLICY TITLE: Employee Unusual Incident Reporting and Management		PAGE 1 OF 5
CHAPTER: General Administrative Policies		
	CHILD AND FAMILY SERVICES AGENCY  Approved by: _____ Signature of Agency Director	PROFESSIONAL STANDARDS
EFFECTIVE DATE: October 13, 2005	LATEST REVISION: December 24, 2007	REVIEWED BY LEGAL COUNSEL: September 6, 2005

I. AUTHORITY	The Director of the Child and Family Services Agency (CFSA) adopts this policy to be consistent with the Agency's mission and applicable Federal and District of Columbia laws and regulations including D.C. Municipal Regulations Title VI, §1803 (Government Personnel, Employee Conduct).
II. APPLICABILITY	All employees and contractors of CFSA. However, to the extent that any provision of this policy conflicts with an applicable collective bargaining agreement, the agreement shall supercede the Policy.
III. RATIONALE	<p>Instructions for reporting unusual incidents to the Director of the Child and Family Services Agency, Deputy Directors, Office of Risk Management and law enforcement officials are needed when the following situations occur: criminal acts, incidents that may be deemed a financial liability to CFSA or incidents that may present a safety risk.</p> <p>This policy details the process for reporting directly and without unnecessary delay to the agency director and to the Office of the Inspector General of the District of Columbia any information concerning conduct which an employee knows, or should reasonably know, that involves corrupt or other criminal activity, or conflict of interest on the part of another Child and Family Services Agency employee.</p>
IV. POLICY	<p>It is the policy of the Child and Family Services Agency that all unusual incidents be reported immediately in an incident report form that:</p> <ol style="list-style-type: none"> 1. Identifies individuals involved and/or witnessing the incident; and 2. Addresses the location of incident; type of incident; intervention/s used to resolve the incident and includes a brief description of the incident.
V. CONTENTS	<ol style="list-style-type: none"> A. Definition of an Unusual Incident B. General Procedures for Unusual Incidents C. Role of the CFSA Office of Risk Management D. Role of the Administrator/Manager/Supervisor E. Role of Human Resources F. Unusual Incidents Reports/Criminal Investigations
VI. ATTACHMENTS	<ol style="list-style-type: none"> A. Unusual Incident Report

VII. PROCEDURE	Procedure A: Definition of Unusual Incident <p>Unusual incidents occur while a CFSA employee is on official duty executing the responsibilities and duties of his/her job, including agency offices, vehicles or in a field location. An unusual incident is defined as any significant occurrence or extraordinary event, different from the regular routine or established procedure. Unusual incidents include, but are not limited to:</p> <ol style="list-style-type: none">1. Possession and/or use of alcohol and/or illegal/unauthorized substances by a CFSA employee while on official duty and executing the responsibilities and duties of his/her job, including agency offices or any field location;2. Death of a CFSA employee while on official duty or death of a visitor in the agency offices or any field location;3. Employee misconduct/fraud and abuse;4. Theft or destruction of property;5. Fire/bomb threats;6. Motor vehicle accidents;7. Serious injury requiring external medical care;8. Possession of conventional weapons (e.g. – guns, knives and/or blunt objects) or any object that can cause harm/injury (excluding possession by law enforcement personnel while executing their duties);9. Unauthorized disclosure of any case related information; and10. Any incident requiring the involvement of law enforcement authorities, fire or rescue units.	
	Procedure B: General Procedures for Unusual Incident Reporting <p>The Unusual Incident Report is the official record of the incident and ensures that the Director is informed of any unusual incident that may require his/her immediate attention. The Unusual Incident Report represents an official request for an investigation and is used for reviewing the incident. Therefore, the Unusual Incident Report must detail all information related to the incident. The CFSA Office of Risk Management and the Office of the General Counsel will coordinate all criminal investigations involving CFSA and other law enforcement agencies.</p> <ol style="list-style-type: none">1. To ensure uniformity in reporting procedures and format, the CFSA Unusual Incident Report will be the only reporting form used by CFSA personnel.2. The CFSA Unusual Incident Report may be deemed sufficient as the final written report by the CFSA Office of Risk Management depending upon the nature of the unusual incident.	
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	<ol style="list-style-type: none"> 3. The CFSA Unusual Incident Report shall include a summary of actions taken by managerial officials regarding the unusual incident, and any corrective measures taken to prevent recurrences (immediate and long-term). The report shall be reviewed by the Director of the CFSA or his/her designee and the CFSA Office of Risk Management for corrective action, if needed. 4. Any employee who witnesses or has direct knowledge of an unusual incident shall immediately report it to their immediate supervisor both verbally and in writing, using the Unusual Incident Report Form. 5. An employee shall complete the Unusual Incident Report and supplemental reports as directed by the supervisor/Risk Manager and submit the Unusual Incident Report to Office of Risk Management within twenty-four (24) hours of the incident or the next business day. 6. An employee shall participate in the investigation of the unusual incident and support the resulting corrective action. 7. In the event that all facts are not included in the initial report, a follow-up report shall be submitted to the CFSA Office of Risk Management as soon as the facts are available, but no later than seventy-two (72) hours after the occurrence of the initial incident. Administrators shall ensure that follow-up reports are submitted to relate subsequent information and actions. 8. When an unusual incident occurs between the hours of 4:45 p.m. and 8:15 a.m. on weekdays and any time on weekends or holidays, the appropriate Deputy Director or Administrator on-call shall be contacted immediately, before the end of your shift. 9. The following incidents require contact to the on-call Deputy Director or Administrator: <ol style="list-style-type: none"> a. Death of an employee on official duty or of a visitor while on District Government premises; b. Employee misconduct/fraud and abuse c. Fire/bomb threats; and d. Any incident requiring the involvement of law enforcement authorities, fire or rescue units. 10. When the unusual incident involves the security of computer systems or information technology, the Office of Risk Management shall confer with the Child Information System Administration (CISA) to determine appropriate action.
	<p>Procedure C : Role of the CFSA Office of Risk Management</p> <p>The purpose of the CFSA Office of Risk Management is to help prevent, eliminate and/or reduce conditions and practices that present a potential risk of harm or loss. The CFSA Office of Risk Management shall:</p> <ol style="list-style-type: none"> 1. Ensure copies of the Unusual Incident Report are forwarded to the appropriate department for follow-up within twenty-four (24) hours of receipt. In extreme cases requiring immediate corrective action, the department shall also be contacted verbally.

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	<ol style="list-style-type: none"> 2. Ensure that the Agency Director or designee is contacted by telephone or written report immediately following an unusual incident requiring their attention. 3. Monitor the incident reporting process to determine compliance and implementation of the recommended corrective action. 4. Participate in investigations and provide assistance to management as necessary. 5. Provide the D.C. Office of Risk Management with a report of all incidents presenting an actual or potential loss to the Agency.
	<p>Procedure D: Role of the Administrator/ Manager/Supervisor</p> <p>Administrators, Managers and Supervisors ensure timely attention and resolution of unusual incidents. CFSA Administrators, Managers and Supervisors shall:</p> <ol style="list-style-type: none"> 1. Participate in investigations as necessary. 2. Ensure that the initial report is submitted to Risk Management within twenty-four (24) hours of the incident or the next business day. 3. In the event that all facts are not available and included in the initial report, ensure that a follow-up report is submitted within seventy-two (72) hours.
	<p>Procedure E: Role of the Office of Human Resources</p> <p>The CFSA Office of Human Resources (HR) plays an integral role in the unusual incident reporting process. The CFSA Office of Human Resources shall:</p> <ol style="list-style-type: none"> 1. Notify the appropriate Administrator within twenty-four (24) hours of receipt of an unusual incident report if evidence yielded from the report merits placing an employee on administrative leave pending the outcome of an investigation; 2. When applicable, notify the Facilities Management Administration and Child Information System Administration (CISA) to suspend service to employee's cell phone, Outlook and FACES; 3. Provide support/counseling through the Employee Assistance Program (EAP) for employees as needed; and 4. Request appropriate documentation from the unusual incident investigation for personnel records.
	<p>Procedure F: Unusual Incident Reports/Criminal Investigations</p> <p>Unusual incidents that are criminal in nature involve law enforcement officials and other investigative components.</p> <ol style="list-style-type: none"> 1. These types of unusual incidents are listed below to ensure clarity: <ol style="list-style-type: none"> a. Serious or suspicious injuries to employees on official duty;

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	<ul style="list-style-type: none"> b. Possession, and/or distribution of alcohol and controlled substances by an employee on official duty; c. Employee misconduct/fraud and abuse; d. Fire/bomb threats; e. Theft of government property; f. Possession of conventional weapons (e.g. – guns, knives and/or blunt objects) or any object that can cause harm/injury and is not authorized; and g. Any incident requiring the involvement of law enforcement authorities, fire or rescue unit. <p>2. When any of the above incidents occur, the CFSA Office of Risk Management, shall ensure the following procedures are implemented immediately:</p> <ul style="list-style-type: none"> a. Notification of the Office of the General Counsel, if necessary b. Notification of the Metropolitan Police Department (MPD), if necessary. c. In the event of a criminal investigation by the Protective Service Division (PSD), MPD or the Office of the Inspector General (OIG) the employee and/or victim should be removed from the immediate area to defuse the situation. Removal of an employee pending internal and criminal investigations may include such actions as reassignment or detail. Other instructions may come from PSD, MPD or OIG based on the individual circumstances of a criminal investigation. d. Completion of an internal investigation by the Office of Risk Management, if necessary. e. CFSA staff shall not conduct an internal investigation prior to notifying the Office of the General Counsel and the Office of Risk Management. This includes taking statements or interviewing witnesses or victims. Such actions impede a criminal and internal investigation. Staff shall only gather the information that is required for the completion of the CFSA Unusual Incident Report. f. In the event there is suspicion of employee misconduct/fraud and abuse the Agency Director and OIG shall be notified immediately, no later than 24 hours after receipt of notification.
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CHILD AND FAMILY SERVICES AGENCY EMPLOYEE UNUSUAL INCIDENT (UI) REPORT

PART 1 - REPORTING SOURCE

1. Name of Reporter: _____
- a. Title/Position: _____
- b. Administration: _____
- c. Telephone Number: _____ d. Date Reported: _____ e. Time Reported: _____
2. Has this incident been reported to Risk Management? _____ Yes _____ No _____ Don't Know _____
- If yes, please provide the following information to the best of your knowledge:
- Person Reporting Incident to Risk Management: _____
- a. Title/Position: _____
- b. Administration: _____
- c. Telephone Number: _____ d. Date Reported: _____ e. Time Reported: _____

PART 2 - TYPE OF INCIDENT

3. Type of Incident: _____
4. Date of Incident: _____ Time of Incident: _____
5. Location/Place of Incident: _____
6. Individuals Involved and/or Witnesses to the Incident: _____

PART 3 - DETAILS OF INCIDENT

7. (WHO? WHAT? WHEN? WHERE?)

PART 4 - INTERVENING ACTION (S) TAKEN AND BY WHOM

PART 5 - (FOR RISK MANAGEMENT USE ONLY)

Note: If necessary, attach separate sheet for additional information.